

## Your Outpatient Appointment

If you have any questions, please do not hesitate to contact us or ask a member of staff when you come for your appointment.

**Hearing Loop System** – A hearing loop system is installed in the outpatient department. Please let staff know if you require this.

### Translation Service

If you have special needs because of sensory impairment, or if English is not your first language, please ensure staff know what your requirements are before your appointment.

**Wheelchairs** – these are available in the hospital. If you require one, please speak to a member of staff or a volunteer at the Welcome Desk on arrival.

## Travelling to the Outpatient Department

### Public Transport

There is a regular bus service to Dumfries and Galloway Royal Infirmary, Cargenbridge, Dumfries. For bus times please visit [www.swestrans.org.uk](http://www.swestrans.org.uk) / [www.houstoncoaches.co.uk](http://www.houstoncoaches.co.uk)

The 500 Service from the west of the region will call into Dumfries and Galloway Royal Infirmary as it makes its way to and from Dumfries.

Houstons Coaches 111 service runs regularly from Dumfries to the Dumfries and Galloway Royal Infirmary.

### Taxicard Scheme

Reduced cost taxi travel for people who qualify and are resident in Dumfries and Galloway. For an application form contact 01387 260383 or visit [www.dumgal.gov.uk](http://www.dumgal.gov.uk)

The telephone at the Welcome Desk in the main atrium can be used to call a taxi.

### Travelling by Ambulance

To qualify for ambulance transport, you need to fall into one or both of the groups below: -

- Where your medical condition is such that you require the skills or support of Patient Transport Services staff during/after the journey and/or where it would be detrimental to your condition or recovery if you were to travel by other means.
- Where your medical condition impacts on your mobility to such an extent that you would be unable to access health care and/or it would be detrimental to your condition or recovery to travel by other means.

If you meet these criteria for ambulance transport, please phone the **Scottish Ambulance Service on 0300 123 1236.**

**If you need to cancel any ambulance transport that you no longer require, please phone 0800 389 1333.**

## **Parking**

Car parking is free. The site has 1000 parking spaces within its boundary and is covered by CCTV to improve security. Patients attending Outpatient Clinics can access a dedicated parking area adjacent to the main entrance.

There are 68 'Blue Badge' disabled parking spaces at the new hospital – 34 at the main entrance and 34 close to the Emergency Department and Orthopaedic Outpatient Department. The management of these spaces is enforceable by the Road Traffic Regulation Act (Traffic Regulation Order – TRO).

There are dedicated drop off spaces at the main entrance and the car park has 40 electric car charging points.

The car parks can be very busy so please leave plenty of time to find a space prior to your appointment.

## **Things you should do for your appointment**

- Check your appointment letter to see which department you should go to. It is essential that you bring your appointment letter with you.
- Read your appointment letter carefully as it may contain specific instructions for the clinic that you attending. Please follow any instructions that we give you.
- Write down a complete list of all medication you are taking **on the** back of your clinic letter. It is very important that the hospital doctor knows exactly what medication you are taking.
- Bring any specimens as requested

## **When you arrive at the Outpatient Department**

There are self-service kiosks where a volunteer can help you to check in to the department using the bar code on your appointment letter. You will then be directed to a waiting area. A nurse may then carry out some checks or tests if required e.g. check your weight and height or take your blood pressure.

## **At your appointment**

You are welcome to take a friend/relative or carer with you during your consultation.

Please let us know how you would prefer to be addressed by all staff involved in your care.

The consultant may not always see you, but you will be seen by a member of their team. During your consultation the doctor will discuss your condition with you and will explain choices in treatment available to you. This will help you participate in your care and give informed consent for any treatment. If you are unsure about anything, please ask.

You will meet a number of different staff during your out-patient appointment including Doctors, Nurses, Receptionists and Radiographers. All staff wear a badge showing their name and job title.

## **How long will your appointment last**

An outpatient appointment can take anything from 10 minutes up to 2 hours. The time taken will depend on any tests that you may require e.g. bloods taken, x-ray, which means that you will have to attend another department. You may also be referred to other professionals at the clinic e.g. dietitian, specialist nurse.

## **After your appointment**

After your visit, the hospital will send a full report to your GP this may include details of any more treatment or tests you may need. Your GP should receive this information within 10 – 14 days of your visit.

## **Smoking**

All NHS buildings and grounds in Dumfries & Galloway are Smoke-free. Smoking is not permitted anywhere within the site boundary.

The Quit Your Way Service offers smokers throughout Dumfries and Galloway advice in planning your hospital visit if you smoke, or help with stopping smoking. For more information please call **0845 602 6861** or email [dg.quityourway@nhs.net](mailto:dg.quityourway@nhs.net)

## **Catering**

Deli Bar and restaurant located at the left end of the main atrium.

### **Breakfast**

Monday - Friday	7.30am - 11.00am
Saturday & Sunday	8.00am - 11.00am

### **Lunch**

Monday - Friday	12.00pm - 2.00pm
Saturday & Sunday	12.00pm - 2.00pm

### **Evening Meal**

Monday - Friday	4.30pm - 7.30pm
Saturday & Sunday	4.30pm - 7.00pm

### **Deli Bar**

Monday - Friday	9.00am - 3.30pm
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Vending machines – hot drinks, cold drinks, snacks

Microwave for baby food and Out of Hours provision.

**Toilets** – Public toilets are located throughout the departments. There is a changing place (PAMIS) toilet with a hoist, tracking system, additional space for two carers and a wheelchair and an adult changing bench. This facility is located in the main atrium.

**Baby Changing** – A baby changing facility is available in main atrium and in the Women and Children's dept.

**Cash Machine** – An automated teller machine (ATM) is situated within the main atrium.

## **Mobile Phones**

Of the possible four network providers only Vodafone and EE have contracted with NHS Dumfries and Galloway. Mobile devices (mobile phones, tablets, etc) can only be used in areas where it is safe to do so. These areas will be clearly signposted to let you know that it is ok to use your mobile device.

However, there are some areas where use of a mobile device may be restricted due to the potential risk of interfering with the operation of certain medical equipment. These areas are also clearly identified. Please completely switch off your mobile device before entering a restricted area. Note that a mobile device in 'Silent' mode is **not switched off**.

You can also ask a member of staff if you are unsure about where you may safely use your mobile device.

**Please show some consideration to other patients when using your mobile device.**

Recording devices should only be used with the agreement of all parties concerned.

To protect all patients' privacy, the camera on any mobile device must not be used to take photographs in any part of the hospital.

Your cooperation in observing the above guidelines is appreciated.

**WiFi**

There is extensive WIFI coverage throughout the hospital.

Password is **Publicaccess**

You can use WhatsApp or Messenger to make a phone call.

**Comment, concern, compliment or complaint?**

Your feedback helps us to better understand what we are doing well and where we can improve. There are lots of ways that you can share your views with us including:

- Speaking directly to a member of staff in the team the feedback relates to.
- Via the independent organisation Care Opinion through their website at [www.careopinion.co.uk](http://www.careopinion.co.uk) or by completing one of their leaflets (available from staff or Patient Services)
- Contact the Patient Experience and Safety Team on 01387 241690 or by email:[dumf-uhb.acutecomplaints@nhs.net](mailto:dumf-uhb.acutecomplaints@nhs.net)

If you wish to progress a complaint or would like more information about our Complaints Handling Procedure, please contact Patient Services who can assist you.

**Support**

If you need help giving us your feedback, you can access free, independent and confidential advice and support from the Patient Advice and Support Service who are part of the Citizens Advice Bureau:

Dumfries and Galloway Citizens Advice Service, 81-85 Irish Street, Dumfries. DG1 2PQ

Telephone: 0300 303 4321

Email: [info@dagcas.org](mailto:info@dagcas.org)

Website: [www.dagcas.org](http://www.dagcas.org)